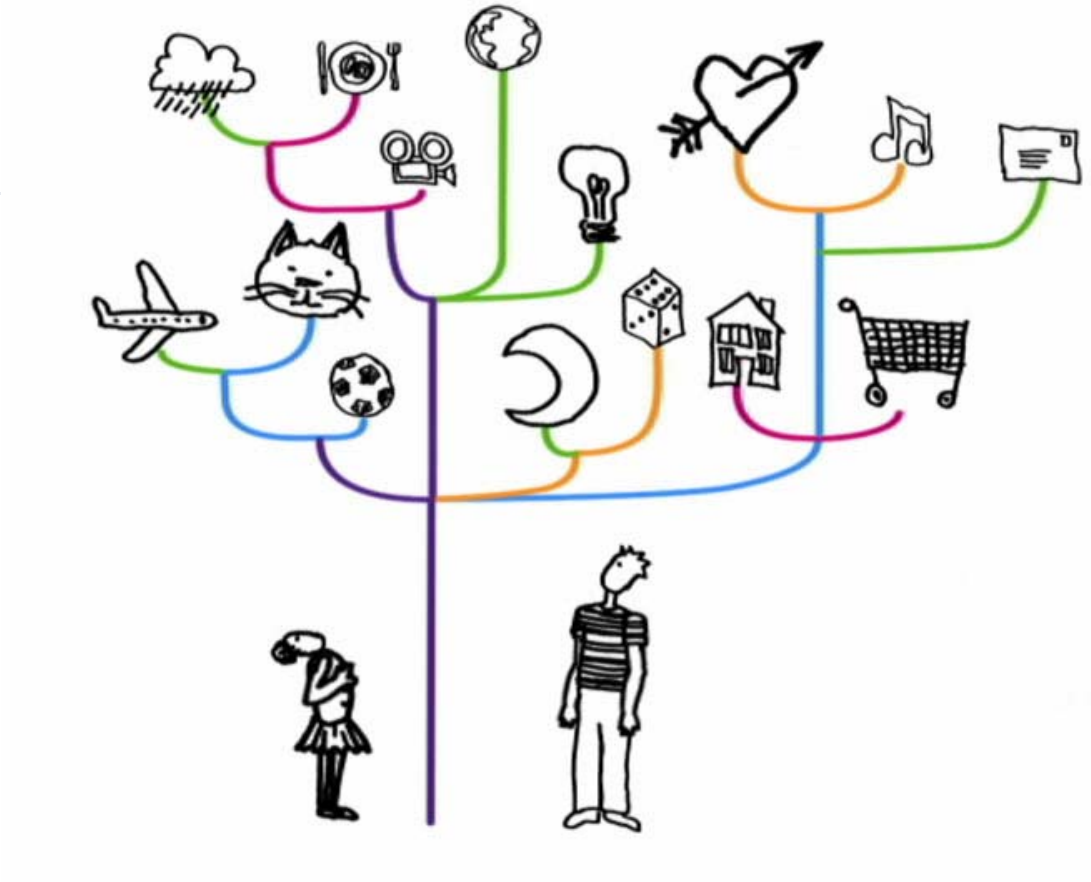
# A View From the Top

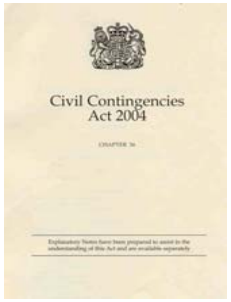
Mark Hughes – BT Group Security Director



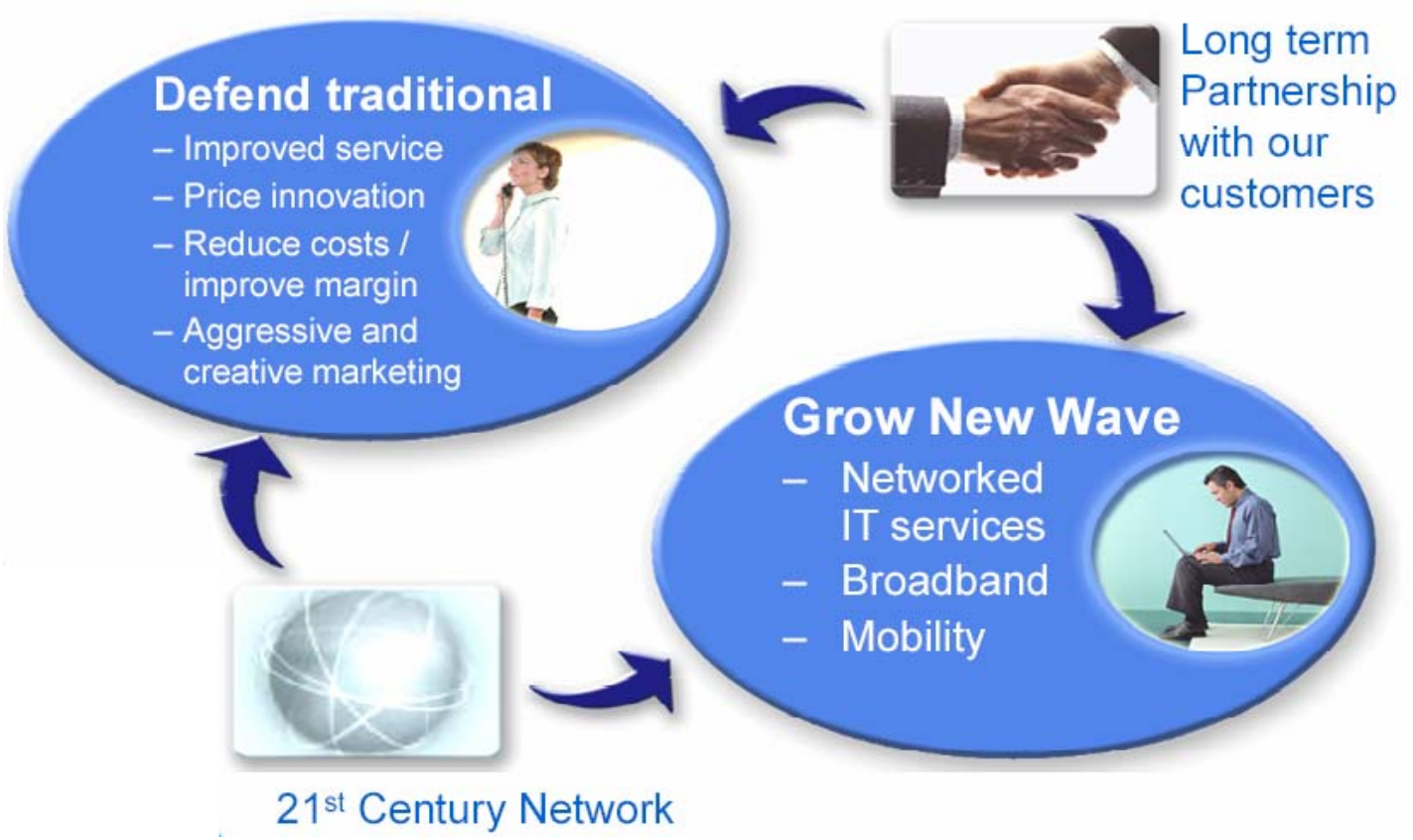
# Global Issues

- End to End Global Solutions = Global Coverage

- Standards & Technologies
- Threats
- Mergers & Acquisitions
- Markets
- Outsourcing & Supply Chain
- Security
- Regulation

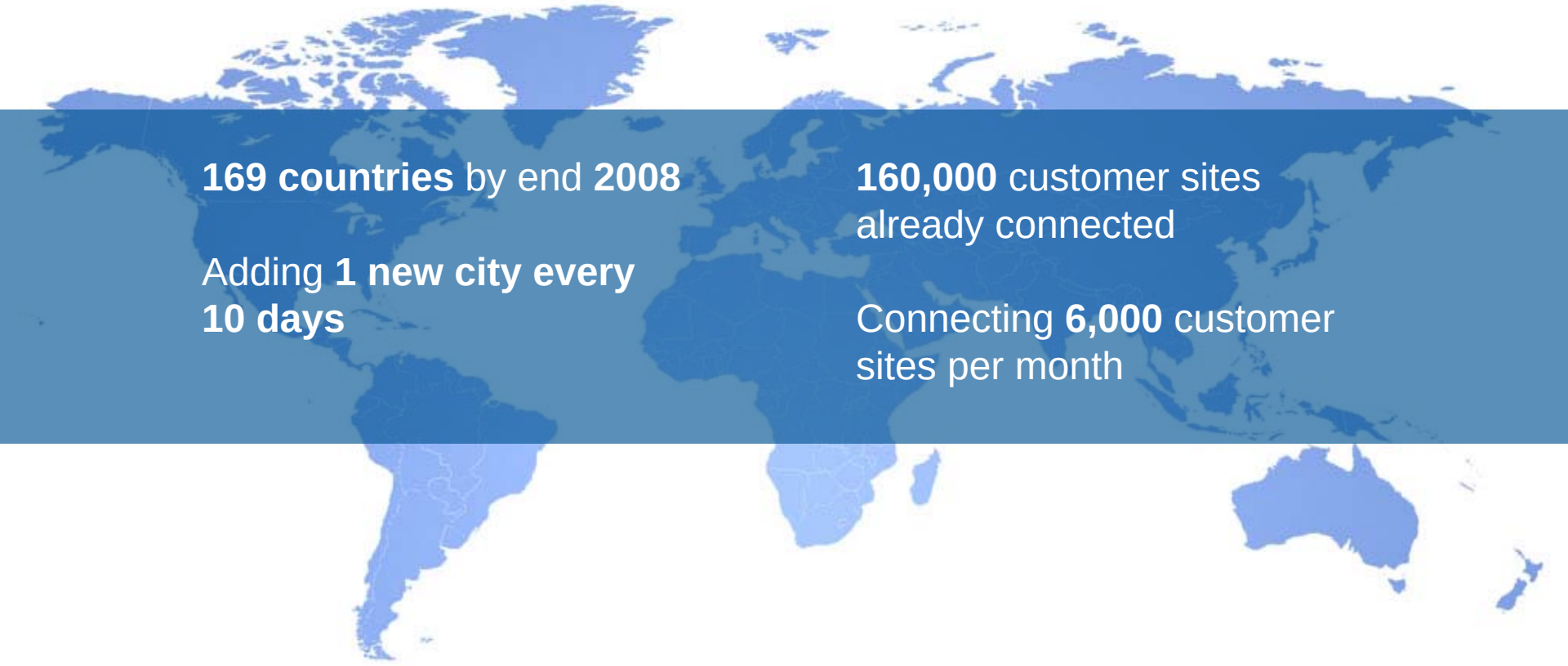


# Corporate Strategy




**…requires confidence in our security and continuity in a changing and challenging world…**

# Global Expansion



**169 countries** by end **2008**

Adding **1 new city every 10 days**

**160,000** customer sites already connected

Connecting **6,000** customer sites per month

The broadest, biggest, richest
21st Century Network

# BT's 'Ecosystem'

- Changing world….
  - Aggressive Acquisition policy
  - Increased international presence
  - Flexible, Global sourcing
  - De-regulation, compliance
  - Other communications providers

**109k Global Employees, around 250k participants in BT Ecosystem**

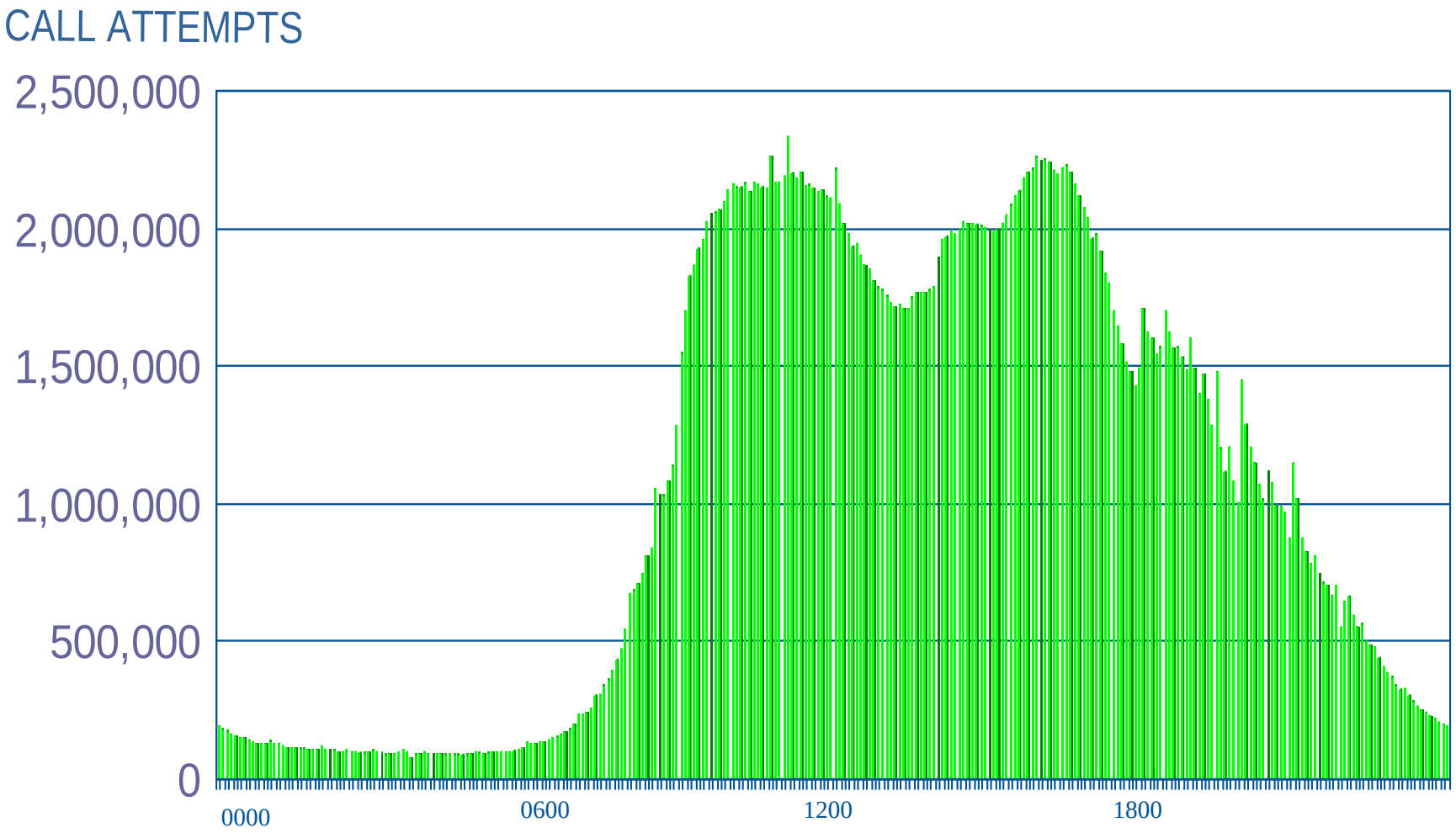
# Opportunities to enhance resilience using networked IT

- Social distancing – remote working
- Agility and mobility – flexibility
- Audio, video and web conferencing
- Data storage – high availability services
- Managed online presence – extra, intra and internet services

# The Challenge

- What is it
- For whom
- How do we go about it
- What does good look like and how do we know if we are there

# A TYPICAL DAY ON THE PUBLIC SWITCHED NETWORK

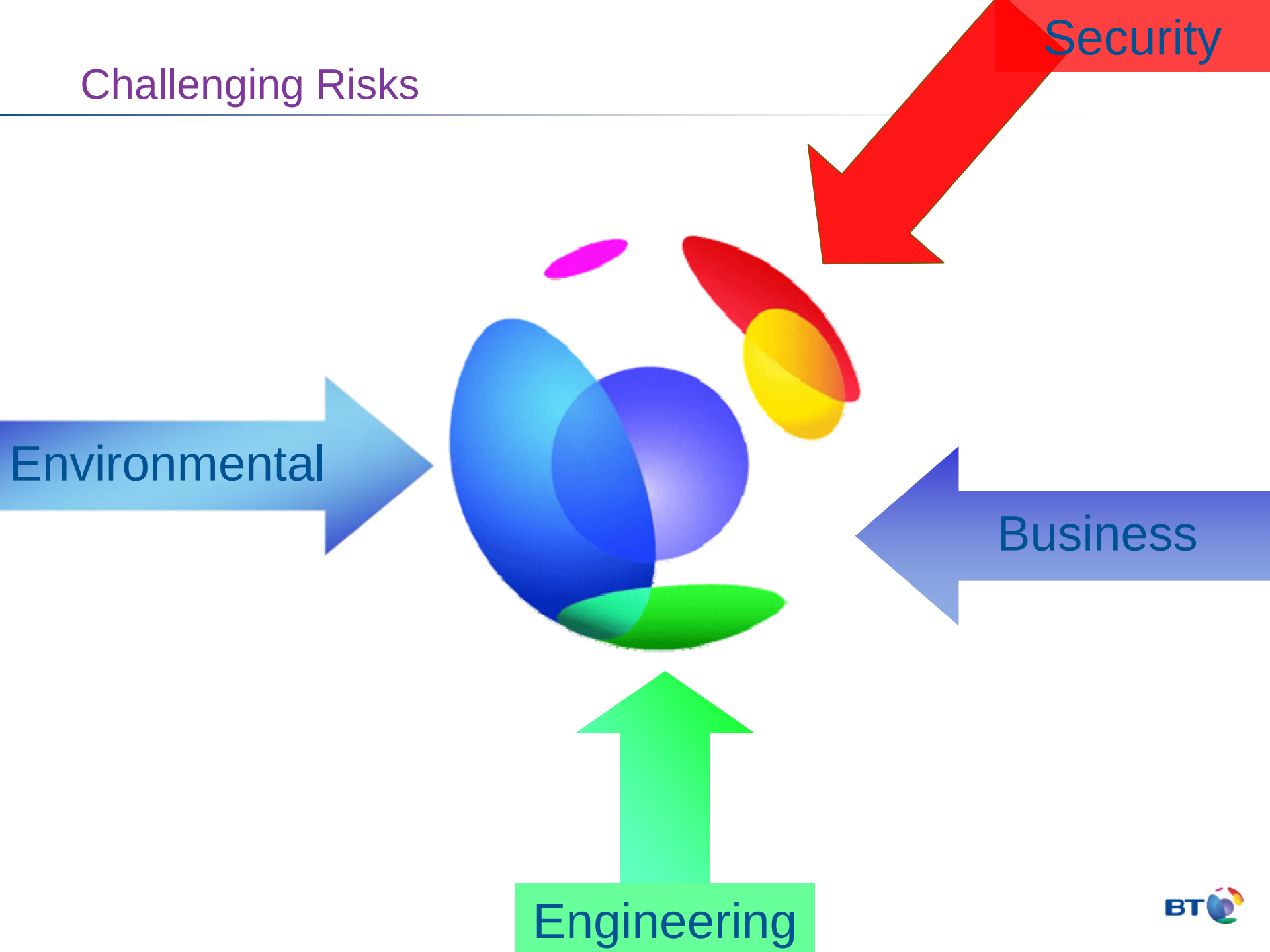


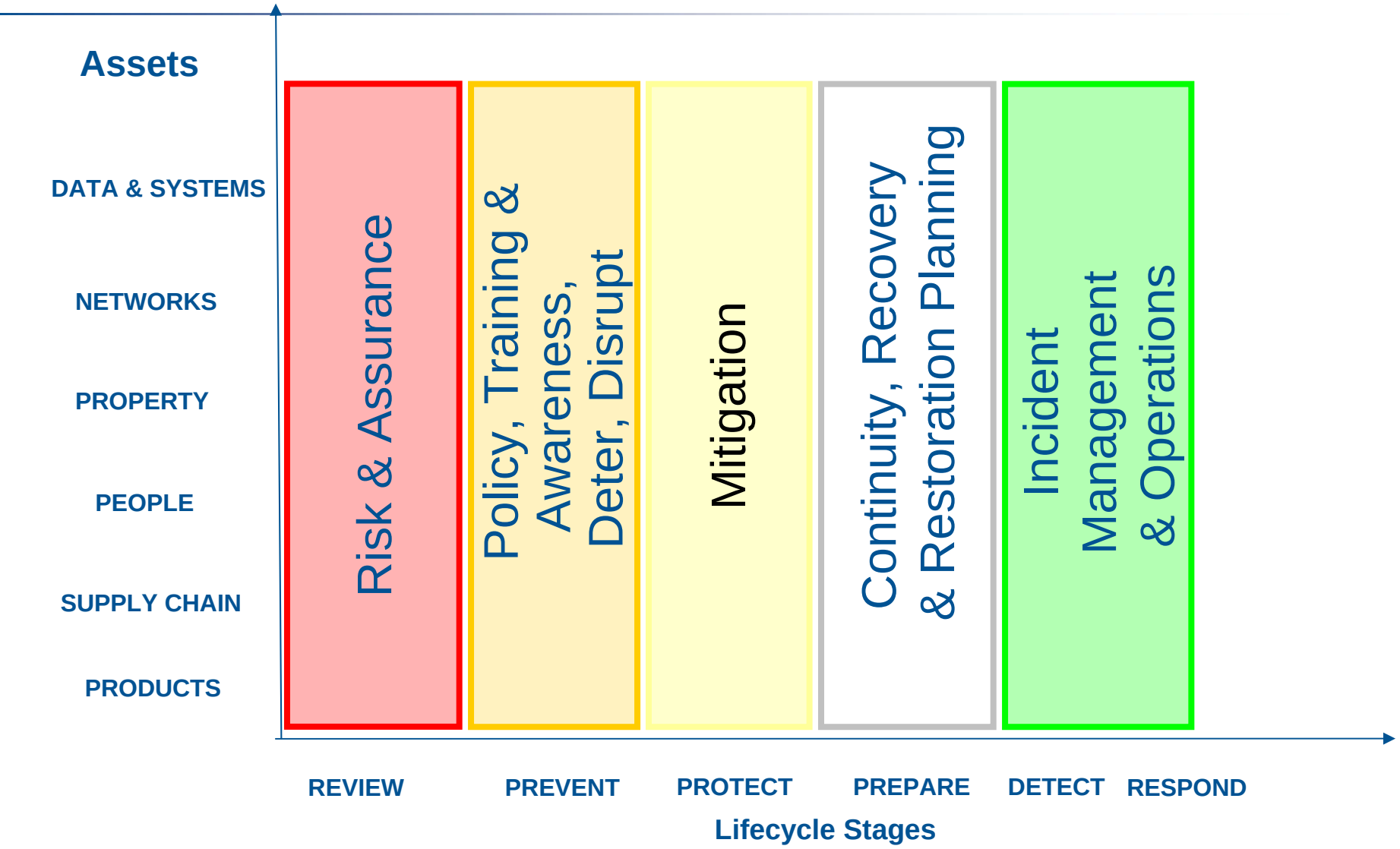
# Customer & Product Level

# Our own CNI… now International CI

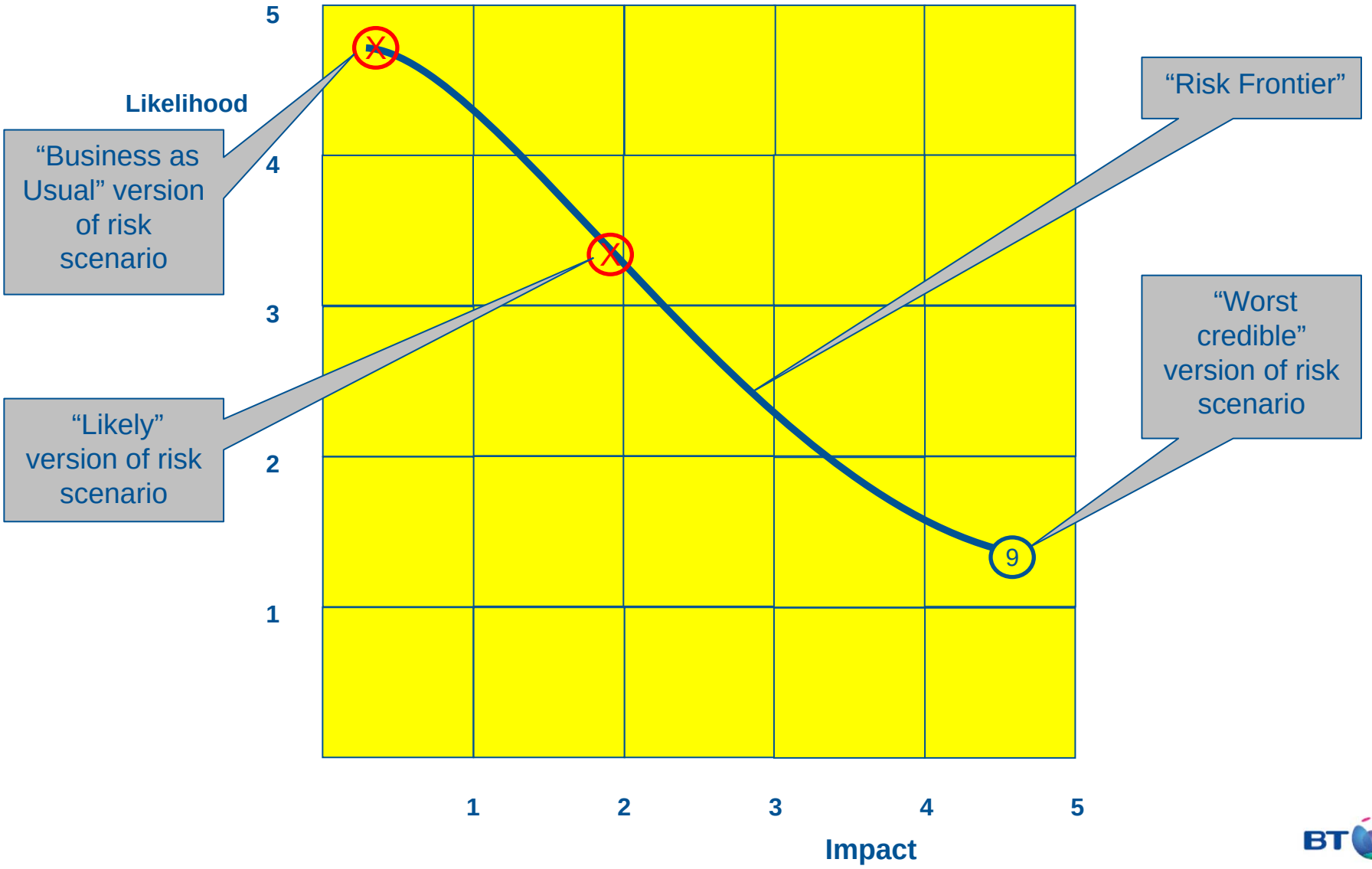
# Helping customers thrive…

# Challenging Risks

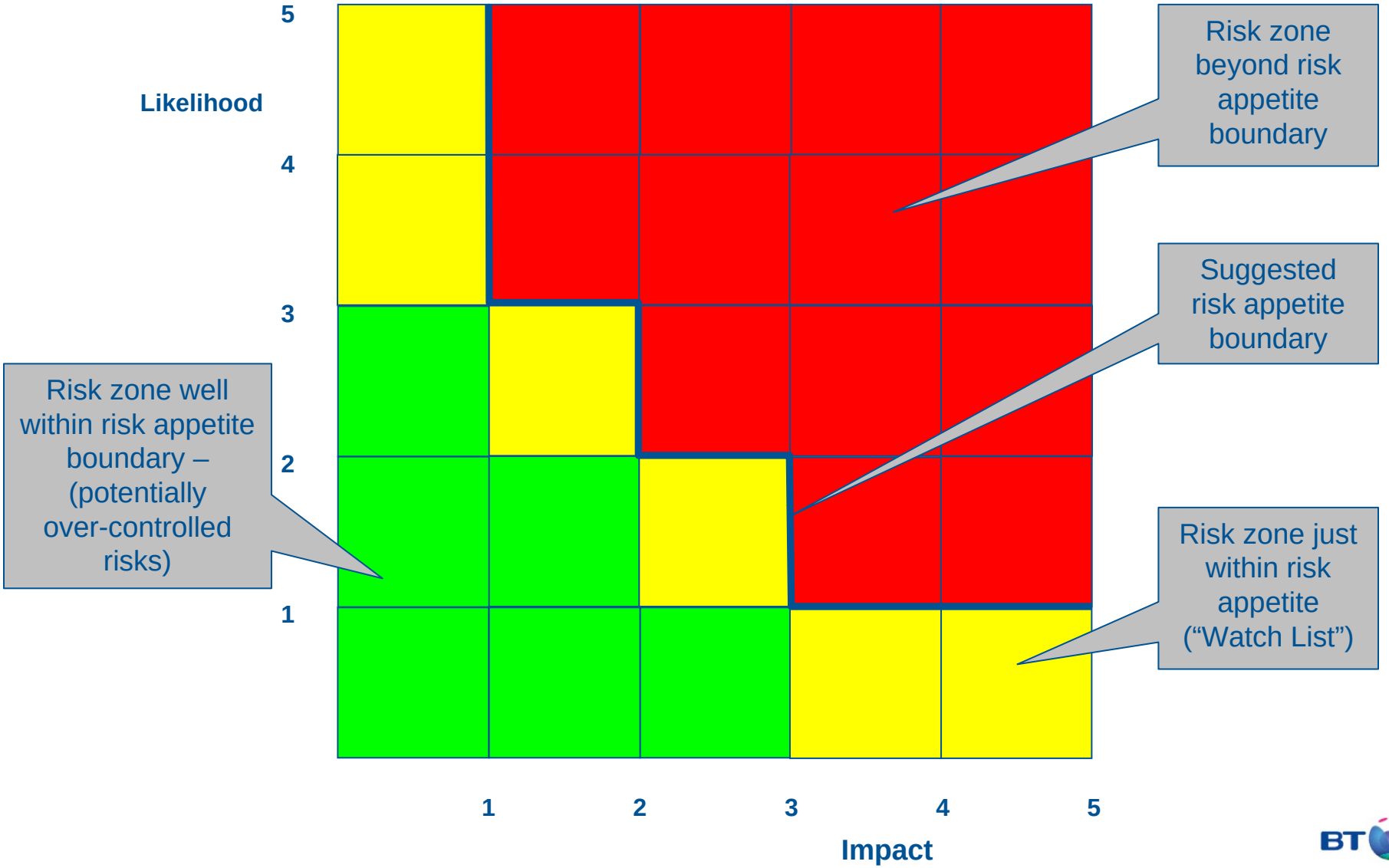



Assets
DATA & SYSTEMS
NETWORKS
PROPERTY
PEOPLE
SUPPLY CHAIN
PRODUCTS
Risk & Assurance
Policy, Training & Awareness, Deter, Disrupt
Mitigation
Continuity, Recovery & Restoration Planning
Incident Management & Operations
REVIEW
PREVENT
PROTECT
PREPARE
DETECT
RESPOND
Lifecycle Stages

# Security & Continuity Risk Frontier



# Security & Continuity Risk Grid – Risk Appetite



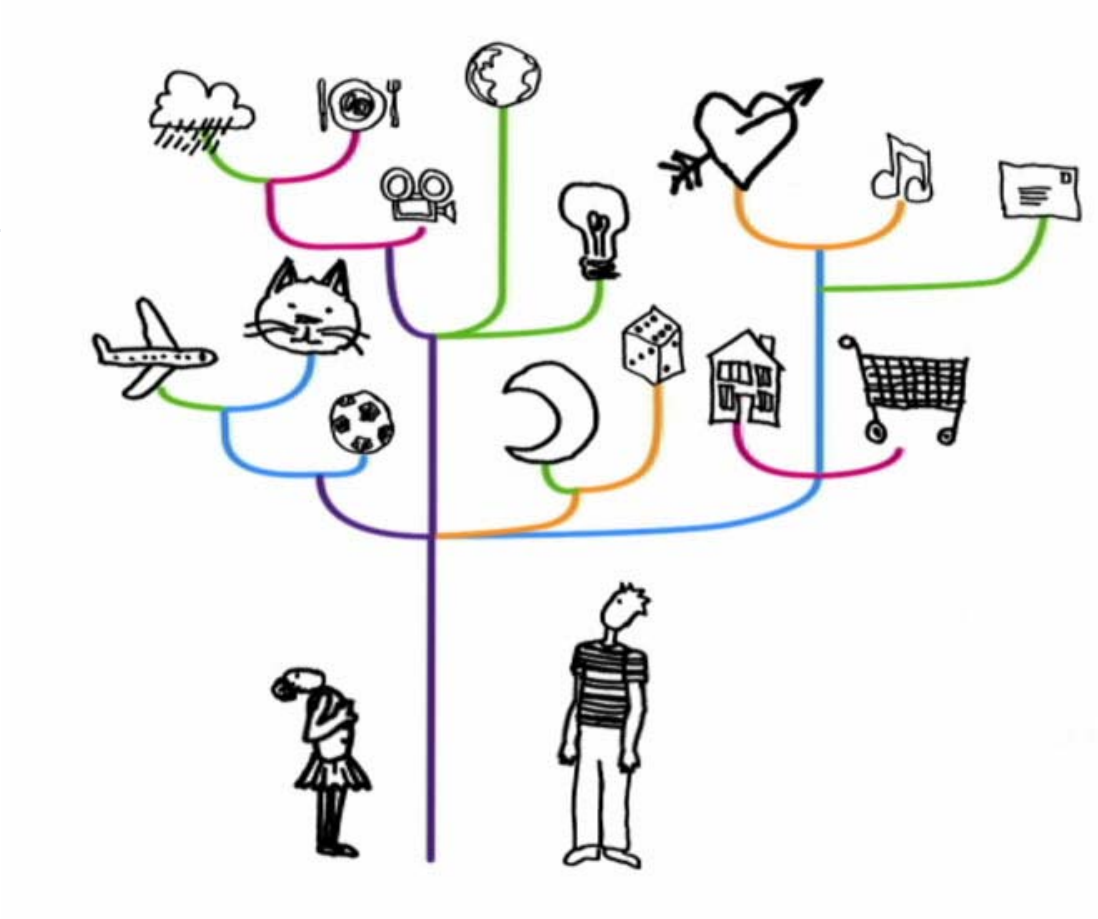
# Managing potential impact on BT

- CUSTOMERS
- CRITICAL (INTER)NATIONAL INFRASTRUCTURE
- People
- Property
- Providers
- Platforms
- Products
- Networks
- Systems
- Data
- Brand, Reputation & Revenue

# Provide support to the response

# Earthquakes - International Disaster Relief

# What does good look like and how do we know if we are there?



# Who defines what good or even world class looks like?

- Customer ? (which ones – Consumer / Major)
- Standards?
- Industry?
- CNI?
- EU?
- Our CFO?
- Regulators?
- Insurers?
- Auditors?

- Who’s risk appetite?

# Measuring & tracking achievement

- Risk based view of operational costs
- People and related costs based on calendars of commitment
- Link to risk model impact estimates
  - Capital risk based investment
  - Three year projected figures
  - Variance to business case NPV

# Incidents and unrecovered loss

- Business agreement on consequential loss/repairs/rework
- Crime categories aligned to generic risks
- Case loss allocated to known crime periods
- Projected in year “savings” for periods to year end
- Value Statements
- Fraud

# Thank you
# and final thoughts